

2019 LEP Contact Data

Table 1 displays the ranked ratio of informal contacts per 100,000 access lines or access line equivalents for carriers that fully complied with CAB's request for data. The data is listed in descending order, with the carriers with the largest ratio of LEP contacts to access lines at the top of the table. This allows consumers to compare carriers of different sizes using the same measurement. However, rank should not be viewed as a Commission endorsement of one carrier over another.

Table 2 lists the actual number of LEP informal contacts for carriers who failed to comply with CAB's request for data or who refused to provide information essential to normalizing the data. The data is listed in descending order, with the largest number of actual LEP contacts at the top. Please note that data in Tables 1 and 2 use different scales of measurement because the non-compliant companies did not disclose requested information to the Commission.

Table 1: 2019 LEP Contact Data for Telecommunications Carriers Adjusted for Access Lines

| Rank | Utility CPCN | Utility Name | Contacts per 100,000 Access Lines (or equivalent) | % Complaints | % Inquiries |
|------|------------------------------------|--------------------------------------------------------------|---------------------------------------------------|--------------|-------------|
| 1 | CLR6955 | Bright House Networks Information Services (California), LLC | 1941.75 | 100% | 0% |
| 2 | CLC6878 | Charter Fiberlink CA-CCO, LLC | 254.84 | 100% | 0% |
| 3 | DVS1491 | WAVE.BAND, LLC | 252.53 | 100% | 0% |
| 4 | CLC7222 | Blue Casa, LLC | 106.74 | 100% | 0% |
| 5 | CLC5112 | Sprint Communications Company, LP | 63.35 | 100% | 0% |
| 6 | LEC1026 | Frontier Communications of the Southwest Inc. | 21.23 | 100% | 0% |
| 7 | CER4436 | Boomerang Wireless, LLC | 14.85 | 100% | 0% |
| 8 | CER4381 | Greatcall Inc. | 6.83 | 0% | 100% |
| 9 | CLC1001, LEC1001 | AT&T California | 4.33 | 100% | 0% |
| 10 | CER4458 | AmeriMex Communications Corp. | 3.22 | 100% | 0% |
| 11 | CLC1002, LEC1002 | Frontier California, Inc. | 3.06 | 100% | 0% |
| 12 | CLC6446 | Fusion Communications, LLC | 2.62 | 100% | 0% |
| 13 | CER4327 | Virgin Mobile USA, LP | 2.15 | 100% | 0% |
| 14 | CLC6184 | Astound Broadband, LLC | 2.06 | 100% | 0% |
| 15 | CLC6874, CLR6874, IEC6874, IER6874 | Time Warner Cable Information Services | 1.77 | 100% | 0% |
| 16 | LEC1024 | Citizens Telecommunications Co. of Ca. | 1.51 | 100% | 0% |
| 17 | CLC5253 | MCImetro Access Transmission Services, Corp. | 1.46 | 98% | 2% |
| 18 | PCC3062 | Sprint Spectrum L.P. | 0.84 | 100% | 0% |
| 19 | CLC6842 | Granite Telecommunications, LLC | 0.66 | 100% | 0% |
| 20 | CLC5684 | Cox California Telcom, LLC | 0.55 | 0% | 100% |
| 21 | CEC3021 | AT&T Mobility Wireless Operations Holdings Inc. | 0.26 | 95% | 5% |
| 22 | CEC3056 | T-Mobile West, LLC | 0.19 | 97% | 3% |
| 23 | CEC3029 | Verizon Wireless (VZW), LLC | 0.07 | 100% | 0% |
| 24 | CEC3079 | Metropcs California, LLC | 0.06 | 100% | 0% |

Table 2: 2019 LEP Contact Data for Telecommunications Carriers Not Adjusted for Access Lines

| Utility Type | Utility Name | Number of Contacts | % Complaints | % Inquiries |
|--------------|----------------------------------|--------------------|-----------------|----------------|
| CLC5335 | CenturyLink Communications, LLC | 1 | 100% | 0% |
| CLC5698 | Comcast Phone of California, LLC | 1 | 100% | 0% |
| DVS1649 | ITL Global Services, LLC | 1 | 100% | 0% |
| CLC7118 | Lingo Telecom of the West, LLC | 1 | 100% | 0% |
| IER6888 | Securus Technologies, Inc. | 1 | 100% | 0% |
| CER4522 | Spectrum Mobile, LLC | 1 | 100% | 0% |
| CLC6875 | TC Telephone, LLC | 3 | 100% | 0% |
| CER4231 | Tracfone Wireless | 10 | 100% | 0% |
| CER4380 | TruConnect Communications, Inc. | 8 | 100% | 0% |

Notes

- 1 Rank** is based upon the number of customer contacts made to CAB in a language other than English, adjusted for the size of the carrier (where size is reported in terms of
- 2 Utility Type** indicates the type of telephone company. These types are defined in the Utility Type Definition Table. There is a link to the Table on CAB's LEP web page.
- 3 Contacts** are inquiries and complaints that CAB receives from consumers about their utility bills, services, and other related matters.
- 4 Access lines (or equivalent)**, as used in this table, are a representation of the relative size of a telecommunication carrier. This allows for a useful comparison of LEP contacts
- 5 Percentage of Complaints and Percentage of Inquiries** represent the percentages of LEP complaints and LEP inquiries, respectively, out of the total number of LEP